



**ILCRG**

# Resolve

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## ***Business Tagline or Motto***

*The InterLocal Conflict Resolution Group (ILCRG) is a consortium of government agencies, labor unions, non-profits, and volunteer professionals jointly formed by King County and the King County Labor Council to offer mediation to its members at no cost.*

*This shared neutrals program affords the opportunity for member agencies and unions to draw from a pool of mediators who have no direct relationship to the disputes. As a result, sensitive issues that require confidentiality and neutrality can be mediated by qualified professionals.*

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## **Message from the Manager**

By Ann McBroom

Thanks to all of you who sent notes of congratulations to me last month after I was hired as the Program Manager. I have to say, I am feeling a lot of relief now that the decision has been made.

We've had a busy, busy year as program staff members and I am looking forward to hiring a third service provider. I am currently working with our human resources people to re-evaluate and reclassify the position. The emphasis will be on direct service, particularly in large group, entrenched conflicts. They will also have a big role in outreach in the next year.

The program has noticed a steady trend over the last few years of conflicts festering and becoming entrenched, requiring in depth interventions from staff. My focus as a manager will be to look at help build systems to prevent conflict or to catch conflict at an earlier stage than we have been seeing lately. I hope through outreach and training, supervisors will use us as a resource for coaching, facilitated conversations and mediation BEFORE a work group becomes mired in conflict.

I'd also like to focus on developing those mediators who would like an opportunity to broaden your dispute resolution skills to include training, facilitation and intervention. We have offered training in these areas, but haven't had a system in place to mentor or to assign this work to you. So, we will be putting a system in place to begin that process. If you have taken our facilitation training or our train the trainers training, please let us know if you are interested in further opportunities.

The King County ADR Program is blessed with a robust and committed cadre of mediators, and we will continue to support and develop your contributions. Please let me or any of the staff know if you have additional ideas about how we can serve you better.



## ILCRG Welcomes New Labor Liaison



The King County ADR Program and the ILCRG were founded through a joint effort between *the Labor Council of King County* and the King County Executive. Since its inception in 1998, the program has had a La-

bor Liaison who offers support and guidance to the program. We want to thank our outgoing liaison, Tracey Thompson of Teamsters Local 117 for her service over the last two years.

We are happy to announce that Behnaz Nelson, Deputy Director of the Professional and Technical Employees Local 17 has been appointed by the Labor Council of King County to be our new Labor Liaison.

Behnaz is the Deputy Executive Director of the Professional and Technical Employees, Local 17. Ms. Nelson has been a Union Representative with PTE Local 17 for close to seven years, currently representing over 1200 professional and

technical employees ranging from administrative staff to engineers in King County and the City of Portland. For three years Ms. Nelson was the Co-Chair of the King County Coalition of Unions effectively negotiating and handling budget and policy matters on a broader County level.

Ms. Nelson is also an attorney licensed in Washington and New York State. "Being able to effectively negotiate wages and mitigate job loss during these tough economic times would not have been possible without the invaluable assistance of the trained mediators and staff at the KC ADR program. I look forward to serving as a resource to further develop and strengthen the program's future success. Too many people depend on it and everyone benefits from it."

Behnaz has been a big supporter of the program for years, often referring cases and serving on the Negotiation Conference Committee. Her energy and enthusiasm will be a great asset to the program.

### Movin' On Up

We are pleased to announce that the following ILCRG volunteers have become certified mediators during 2012.

- Suzy Martinez
- Courtney Kaylor
- Deborah Robinson
- Debra Oliver
- Marcella Wilson

Congratulations to you all!!



## **Basic Mediation Training**

January 28, 29, 31 and  
February 1, 4 & 5, 2013

### ***About the Training***

This 48-hour (6-day) classroom training will use various techniques and trainers to convey the mediation process and structure used by the ILCRG. The instructors teach an “interest-based” mediation model with an emphasis on face to face communication and the self-determination of the parties. Relationships are likely to improve as parties work together to solve problems.

*“I am more confident and effective in my job. My supervisor and coworkers notice and comment.”*

*“This training process has helped me change and improve my life at work and home. I didn’t realize how valuable it would be until I completed the program.”*

*“Employees who completed the certification program bring flexibility, creativity and leadership back to their jobs.”*

### ***About the ILCRG***

King County and the King County Labor Council have joined together to create the InterLocal Conflict Resolution Group (ILCRG), a dispute resolution program available to unions and public agencies.

The ILCRG provides options for resolving conflicts to which a public agency or union is a party through mediation and other forms of dispute resolution.

From interpersonal disputes to grievances, EEO complaints to Unfair Labor Practices, the ILCRG mediations provide a fast, affordable and effective forum for resolving issues which if left unresolved, tear at the fabric of organizations.

The class will be a cooperative effort between the Federal Mediation and Conciliation Service, The Federal Executive Board and King County. The Washington State Bar Association may issue CLE credits for this training.

### **LOCATION/PARKING**

Classes will be held at the National Oceanic & Atmospheric Administration (NOAA) facility located at 7600 Sandpoint Way NE, Seattle. Onsite parking is available.

### **COST**

Cost for the class, including all materials is \$500.

**For more information contact Michelle Meith – 263-2432 [michelle.meith@kingcounty.gov](mailto:michelle.meith@kingcounty.gov)**

*A limited number of trainees may be invited to continue their training and will be selected based upon pre and post training evaluations, coaching feedback acquired during the training and commitment to the practicum process.*



## Negotiations Nuts & Bolts V



On October 21, the King County ADR Program, in collaboration with the City of Seattle ADR program, King County Labor Relations and the King County Coalition of Unions, hosted the Fifth Annual Negotiation Nuts and Bolts Conference.

This year's conference was entitled "Everyone Leads" and focused on the increased need, especially in this economic climate, for collaboration during bargaining and other labor/management negotiations. Given a decline in revenues, call for government reform, and the public's high expectations toward government agencies, the conference was designed to offer theory, strategies and skills to help negotiators in the labor-management arena to find creative and integrative solutions.

Close to 200 labor representatives, human resource specialists, shop stewards, and labor relations staff from King County and the City of Seattle attended the conference.

## POD Check-in

A recent check in with POD leaders suggests that the POD concept is working well. In many of the PODS, the members themselves are responsible for developing role plays, putting together materials and creating exercises. Examples of POD activities throughout the year are:

- role plays;
- invited Polly in to discuss flexing the model and how involved a mediator can get in making suggestions when the parties are stuck in the "washing machine" cycle;
- and discussed some race/culture subtexts to conflict.
- focused on some specific topics, including:
  - Appreciative Inquiry
  - Eye of the Storm - A Class Divided
  - Effective Settlement Agreements
  - Power in Mediation
- shared books,
- made presentations on Crucial Conversations, Non-Violent Communication,
- We've enjoyed opportunities to debrief mediation/observation experiences and compare notes from training.

POD members have commented that they especially enjoy the camaraderie that's developed among the POD members and the opportunity to enjoy deep discussions during and after presentations.